Cardinal Portal – Frequently Asked Questions Overview

Answers to Cardinal Portal frequently asked questions.

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General Questions

1. **What is the Cardinal Portal?**
   The **Cardinal Portal** is the Commonwealth of Virginia's streamlined solution used by agency personnel to access Cardinal Financials (FIN) and Human Capital Management (HCM – VDOT only) applications.

2. **What is Okta?**
   Okta is a cloud-based Identity and Access Management tool used by the Virginia Information Technologies Agency (VITA) to authenticate users into enterprise applications.

3. **Why did Cardinal transition to using the Cardinal Portal?**
   Cardinal transitioned to using the **Cardinal Portal** to provide a common gateway to access Cardinal Financials (FIN) and Human Capital Management (HCM – VDOT only) applications. Cardinal FIN and HCM are now available anywhere an internet connection exists for users who have access.

4. **How do I find the Cardinal Portal?**
   You can access the **Cardinal Portal** by entering the following URL in your internet browser: my.cardinal.virginia.gov.

5. **Will Cardinal's functionality change from the existing application?**
   Cardinal's functionality will remain the same.

6. **I bookmarked link(s) to Cardinal FIN/HCM in my internet browser (e.g., Internet Explorer). Will this bookmark access the Cardinal Portal?**
   No, you will need to create a bookmark to access the **Cardinal Portal** (my.cardinal.virginia.gov). We recommend you delete the old bookmark(s).

7. **I added pages to my "Favorites" within Cardinal. When Cardinal transitions to the Cardinal Portal, will my "Favorites" transition to the Cardinal Portal?**
    Yes, your Cardinal **Favorites** will transition.

8. **Do I need to remove the old Cardinal icon from my desktop?**
    Please be aware, it is **not** necessary to remove the old Cardinal icon located on your desktop. The old Cardinal icon will not allow you to access the new Cardinal Portal. We are working with VITA to identify a solution to remove the Cardinal icon from your desktop in the future.

Access to Cardinal

1. **I am an existing Cardinal user. Do I need to submit a security request form to access to the Cardinal Portal?**
    Access to the **Cardinal Portal** is granted automatically to existing users of the FIN and HCM (VDOT only) applications.

2. **How do I request access to Cardinal applications (FIN/HCM)? (New users only)**
    To access the **Cardinal Portal** and applications, the agency Cardinal Security Officer (CSO) submits a Cardinal Security Form to the Cardinal Security Team to have the employee's Cardinal account created. Once the Cardinal Security Form is processed, the agency employee receives notification that the account has been created, and access has been granted.

3. **My agency's Cardinal Security Officer (CSO) submitted my Cardinal Security Form, however I am unable to register. What should I do to register my account?**
    You cannot register your account until you have received notification that your account has been created and access has been granted.

Password/Credentials

1. **What is my Username for the Cardinal Portal?**
    To retrieve your Username, click the **Forgot Username** link on the **Cardinal Login** page and follow the instructions.

2. **How do I know if I am a COV or Non-COV user?**
    If you are unsure of your agency network, click here for a complete list of agencies.

3. **What is my Password for the Cardinal Portal (COV only)?**
    COV users will use their network password to access the **Cardinal Portal**. If you need to reset your network password, access the VITA Customer Care page and click the **Reset Your Password** link. If you are unsure of your agency network, click here for a complete list of agencies.

4. **What is my Password for the Cardinal Portal (Non-COV only)?**
    Non-COV users can click the **Forgot Password** link on the **Cardinal Login** page to reset their password. If you are unsure of your agency network, click here for a complete list of agencies.

5. **I completed the Forgot Username/Forgot Password Request, but have not received an email. What do I need to do?**

   If you have completed the **Forgot Username**/**Forgot Password** request, but you have not received an email, verify whether the correct email address was entered and take the appropriate action from the options below:

   a. If the email address was entered incorrectly, or if you are unsure, return to the **Cardinal Login** page and repeat the steps by clicking the **Forgot Username**/**Forgot Password** link.

   b. If the email address was entered correctly, submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal**" in the subject line.

6. **I do not remember the answer to my Forgotten Password Question. Can it be reset (Non-COV only)?**

   Yes, you will need to submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal**" in the subject line.

Security

1. **I can access the Cardinal Portal, but I am unable to access the Cardinal Application(s). What do I need to do to have the Finance (FIN) and/or Human Capital Management (HCM – VDOT only) link(s) added?**

   You will need to submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal**" in the subject line.

2. **How do I change my Cardinal Portal Username?**

   To change your **Cardinal Portal** Username, your agency Cardinal Security Officer (CSO) will need to submit an updated Cardinal Security Form to the Cardinal Security Team.

Multi-Factor Authentication (MFA)

1. **What is MFA?**

   Multi-Factor Authentication (MFA) is a secure method in which a device is granted access to an application only after successfully presenting pieces of validating information.

2. **Is Multi-Factor Authentication (MFA) Required?**

   Yes, MFA is required to access the **Cardinal Portal** outside of the Commonwealth of Virginia (COV) network.

3. **How does Multi-Factor Authentication (MFA) work?**

   When users log into the **Cardinal Portal** from outside the Commonwealth of Virginia (COV) network for the first time, they are prompted to configure MFA.

   Once you are successfully authenticated on the **Cardinal Login** page, the **Set up multifactor authentication** page displays. Follow the instructions in the Cardinal Multi-Factor Authentication job aid to set up authentication options.

4. **How does Multi-Factor Authentication (MFA) work after I have set up my authentication options?**
   Anytime you log into the **Cardinal Portal** from outside the Commonwealth of Virginia (COV) network, you will be prompted to supply your MFA information. If you selected **Do not challenge me on this device again** checkbox when setting up your authentication option(s), you will not need to provide your MFA credentials and will go directly to the **Cardinal Portal**. See the [Cardinal Multi-Factor Authentication](#) job aid for details on this process.

5. **What authentication option(s) does Cardinal recommend?**
   Cardinal recommends the **Combined Authentication** option, which includes setting up both the **SMS Authentication** and the **Security Question** authentication options. **Combined Authentication** can only be used if you have a mobile phone registered in the United States or Canada. If your mobile phone does not meet this criteria, then Cardinal recommends setting up the **Security Question** option. See the [Cardinal Multi-Factor Authentication](#) job aid for details on this options.

6. **How does the SMS Authentication option work?**
   Your mobile phone must be registered in the United States or Canada to select this option. You will receive a random authentication code sent to your mobile phone via SMS (standard text messaging rates apply). For additional information on **SMS Authentication**, review the [Cardinal Multi-Factor Authentication](#) job aid for assistance.

7. **How does the Security Question authentication option work?**
   You will select a security question from a drop-down list and enter the answer. This field is not case sensitive. For additional information on the **Security Question** authentication, review the [Cardinal Multi-Factor Authentication](#) job aid for assistance.

8. **Why are there green checkmarks next to my Enrolled factors on Okta?**
   If you are using Chrome, you will see green checkmarks next to your **Enrolled factors**.

9. **How do I set up Google Authenticator?**
   Since the Cardinal Team is not enabled to support the Google Authenticator app, we do not recommended this option. For additional information on setting up Google Authenticator, review the [Cardinal Multi-Factor Authentication](#) job aid for assistance.

10. **How do I change my Security Question and Answer or SMS phone number (Non-COV only)?**
    You can make various changes to your account (e.g., change security image, change password, change forgotten password question). To change your security question and answer or SMS phone number, click the **Manage Your Account** link on the **Cardinal Portal**. Follow the instructions in the of the **Accessing the Cardinal Portal - Non-COV Users** job aid in the **Manage Your Account** section.

11. **How do I change my Secret Question and Answer or SMS phone number (COV only)?**
    If you need to update information related to your Multi-Factor Authentication (MFA) options (i.e., change your mobile phone number for SMS Authentication, change your Security Question), you will need to submit a help desk ticket to vccc@vita.virginia.gov and include "Okta" in the subject line.

12. **What happens if I clear my browser cache?**
    If you clear the browser cache on your computer/device, you will need to enter the authentication information again the next time you log into the **Cardinal Portal** when you are outside the Commonwealth of Virginia (COV) network. See the Cardinal Multi-Factor Authentication job aid for assistance

Technical

1. **Which browser does Cardinal recommend to access the Cardinal Portal?**
    Cardinal recommends you utilize the Chrome or Internet Explorer browsers to access the **Cardinal Portal**. If issues are encountered with one of these browsers, try the other browser option.